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Application Serial No. 10/034,045

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Thomas E. Jacobs
Title: SYSTEM AND METHOD
FOR FACILITATING
CUSTOMER
APPRECIATION
Appl. No.: 10/034,045
Filing Date: 12/27/2001
Examiner: Abraham Bahta
Art Unit: 1775
Confirmation No.: 1658
Atty. Dkt. No.: 023720-0250

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Commissioner for Patents
PO Box 1450
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REPLY AND AMENDMENT

This communication is responsive to the Non-Final Office Action dated May 7, 2003,
concerning the above-referenced patent Application.

Amendments to the Claims are reflected in the listing of claims which begins on page 2
of this document.

Remarks/Arguments begin on page 8 of this document.

Please amend the Application as follows: